

**New Hampshire Department of Health and Human Services**  
**Professional Technical Assistance and Consulting services for Managed Care Procurement**  
**RFP-2018-OMS-05-PROFE**



**OFFICIAL RESPONSES TO VENDOR QUESTIONS**  
**RFP-2018-OMS-05-PROFE**

<b>No.</b>	<b>Question</b>	<b>Answer</b>
<b>1.</b>	Section 2 Background and Required Services, Page 5 – By what date does DHHS expect to complete the selection of managed care vendors through the procurement process?	It is expected that each bidder's timeline will provide for vendor selection at least 6 months prior to the go live date of July 1, 2019.
<b>2.</b>	Section 3.2.7 within Scope of Services, Page 7 – Will the LTSS vendor draft relevant LTSS and service coordination sections for the RFP?	The State expects that the Department's Managed Long Term Supports and Services (MTLSS) contractor will provide specific recommendations to the Department. The selected Vendor resulting from this RFP will draft the language for inclusion into the Managed Care Request for Proposals.
<b>3.</b>	Section 3.2.9 within Scope of Services, Page 7 – Does the development of a model contract as part of the scope of work under this RFP include specifications regarding LTSS, or will the LTSS vendor be responsible for drafting that contract language?	The Department's Managed MLTSS Contractor may be consulted for recommendations.
<b>4.</b>	Section 3.2.12 within Scope of Services, Page 7 – Is it the State's expectation that the selected bidder will develop the evaluation tool and criteria for selection?	Yes.
<b>5.</b>	Section 3.2.12 within Scope of Services, Page 7 – Is it the State's expectation that the awarded bidder will assist with scoring and review of proposals?	No.
<b>6.</b>	RFP Section 7.2.3.2 (page 23) requests that we provide audited financial statements for the four most recently completed fiscal years. As a publicly traded company our financial statements are more than 100 pages (per year). To reduce the environmental impact of this solicitation, would DHHS be willing to accept the required financial documents in the electronic submittal only along with a link to the investor tab of our website where all visitors have 24/7 access to the financial documents?	The State will accept electronic PDF copies of four years of audited financial statements on CD or Memory Card/Thumb Drive.

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7.	RFP Section 6.13 (page 16). Will DHHS permit bidders to submit (along with their proposal submittal) a redacted version of its proposal on CD/thumb drive that DHHS may use in response to public records informational requests?	The State will accept an electronic PDF redacted version of its proposal on a CD or Memory Card/Thumb Drive to respond to public records informational requests in addition to the required electronic copy of the non-redacted version.
8.	RFP Section 3.6.Q2. (page 9). Please define the term "recommendations" in RFP Section 3.6.Q2.	The Department expects each bidder to supply names of individuals with whom it has worked to act as references related to three engagements, through both the bidder's written description of the work undertaken and deliverables, together with specific names of individuals to act as references that the Department can contact. It is expected that the individuals supplied as references, as well as the bidder's description, will speak to why the bidder is uniquely qualified to assist with APM procurement/re-procurement and its experience in the subject matter.
9.	RFP Section 3.6.Q2. (page 9). Further to the above question, please clarify who is to provide the "recommendations" in RFP Section 3.6.Q2.	The bidder should provide the names of the individual references and contact information. The Department does not require an actual letter of recommendation from the named reference.
10.	RFP Section 3.6.Q2. (page 9). Is the Bidder expected to write the three project descriptions or is the Bidder expected to provide three recommendations written by its references? Is the Bidder expected to answer the question listed in Q2 or are the Bidder's references expected to answer this question about the Bidder?	See answers to Questions 8 and 9.
11.	RFP Section 7.2.2.9. (page 22). We have a Certificate of Good standing that is dated approximately six months ago. Is this acceptable or must we re-purchase a new Certificate for this solicitation?	Having a Certificate of Good Standing, dated after April 1, 2017, is required.

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12.	<p>Within the Statement of Work, section 3.2.10 “Public Comment”:</p> <ul style="list-style-type: none"> <li>a. What is the intended audience of the “presentation materials”?</li> <li>b. Could additional detail be provided on what activities are desired as part of meeting “support”?</li> <li>c. Will all “five (5) meetings” be held at the DHHS offices in Concord (or within proximity)? If not, is any guidance available on where they might be held?</li> <li>d. Does New Hampshire intend to release a draft of its Medicaid managed care RFP prior to these meetings and, if so, does it intend to revise the RFP based on feedback provided during these sessions?</li> </ul>	<ul style="list-style-type: none"> <li>a. The intended audience for the presentation materials will be stakeholders inclusive of those receiving services through the Medicaid Managed Care program, providers, legislators, advocacy organizations, and other key influencers throughout the state of New Hampshire.</li> <li>b. Meeting support is inclusive of determining the meeting dates/times, securing accessible facilities in designated regions of the state, providing handouts and a sign in sheet along with comment cards, taking notes from stakeholder session input, and collating all input/comments, both verbal in the meetings and written through the Department’s web site, into a single format for Department response.</li> <li>c. The meetings will be held at designated regions throughout the state of New Hampshire to accommodate public input.</li> <li>d. Yes; the Department will release the draft RFP for public comment. The Department will then consider the submission of comments to potentially inform a revision.</li> </ul>